

DEVIN REED

IT Systems Administrator • IT Project Engineer

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Senior IT Systems Administrator with extensive experience supporting enterprise and regulated environments across healthcare, higher education, and managed services. Deep hands-on background in Microsoft 365, Active Directory, Entra ID, identity and access management, endpoint administration, and security-focused operations. Known for reliable execution, clear documentation, and improving operational consistency through practical automation in PowerShell and Python. Comfortable working within change control, audit requirements, and distributed remote teams.

WORK EXPERIENCE

TAG Solutions - Houston, 2025-

IT Project Engineer

- Administer Microsoft 365 and identity platforms including Entra ID, Active Directory, Okta, and Google Workspace, including account provisioning, deprovisioning, group governance, and access policy maintenance.
- Manage endpoint administration across Windows, macOS, and mobile devices using Intune, MaaS360, and SmartDeploy, including zero-touch workflows and device standardization.
- Implement and maintain email security controls including SPF, DKIM, and DMARC, and assist with mail flow hardening and phishing risk reduction.
- Produce clear runbooks, SOPs, and configuration baselines to improve supportability, repeatability, and audit readiness.
- Build practical automations in PowerShell and Python to reduce manual administrative work and improve consistency across common operational tasks.
- Work directly with technical leadership and stakeholders to scope changes, communicate risk, and execute implementations with minimal disruption.

University of Texas Health, 2021-2025

Systems Specialist II

- Managed identity lifecycle and access control across Entra ID and Active Directory, including MFA and Conditional Access policy support.
- Administered Microsoft 365 services including Teams, SharePoint, and OneDrive, and supported user workflows and platform reliability.
- Supported onboarding and offboarding processes with documented procedures and security controls aligned with internal audit expectations.
- Delivered high-visibility support for clinical and executive environments, focusing on rapid troubleshooting and operational continuity.
- Automated repeatable administrative tasks using PowerShell to reduce manual effort and improve accuracy.

Sam Houston State University, 2019-2021

Systems Administrator III

- Supported Microsoft 365 and Azure AD services for a 25,000+ user environment, including identity operations, provisioning workflows, and secure authentication support with strict change management control adherence.
- Supported VMware environments and automated provisioning and configuration workflows using PowerShell, Python, and Ansible.
- Implemented and maintained email security controls including SPF, DKIM, and DMARC to strengthen phishing defenses.
- Assisted with SSO integrations and authentication troubleshooting across cloud and hybrid services.

Shuman Consulting Services, 2015-2019

IT Systems Analyst

- Administered Google Workspace and Exchange Online, including user administration, permissions support, and operational troubleshooting.

- Built onboarding and access provisioning automations using Python and PowerShell, improving consistency and reducing turnaround time.
- Supported SQL-backed applications and performed deep troubleshooting across authentication issues, integrations, and workflows.
- Produced SOPs and process documentation aligned with compliance-driven environments and repeatable operations.

EDUCATION

Bachelor of Applied Science, Information Technology
University of Houston

CERTIFICATIONS

AWS Certified Cloud Practitioner (CLF-C02)
MS Azure AI-900
MS SQL Server – Querying
ITIL 4 Foundation

SKILLS

Windows Administration | Google Workspace | Okta | SCIM | SAML | MFA (Duo, Entra, Okta) | Zoom | Python | PowerShell | API Automation | DNS | Email Security (DMARC, DKIM, SPF) | Entra ID | Microsoft 365 | SaaS Lifecycle Management | Identity Governance | Endpoint Management | Onboarding Automation | Zero-Touch Deployment | Incident Response | Change Management